

NAVDENCENSOUTHWESTINST 1720.1D
OOCMC
14 December 1998

NAVDENCEN SOUTHWEST INSTRUCTION 1720.1D

Subj: NAVAL DENTAL CENTER SPONSOR PROGRAM

Ref: (a) Career Information Program Manual (CIPM)
(b) OPNAVINST 1740.3
(c) MILPERSMAN 1740-010

Encl: (1) Verification of Communication
(2) Sponsor Checklist
(3) Sample Sponsor Letter
(4) Command Sponsor Program Questionnaire

1. Purpose. To outline the intent of the Navy Sponsor Program and promulgate the procedures for its function at this command.

2. Cancellation. NAVDENCENS DIEGO INST 1720.1C.

3. Background. Traditionally, the Navy has assisted its own personnel through various self-help programs. References (a) through (c) direct the establishment of a sponsor program designed to facilitate relocation of members when transferred on Permanent Change of Station (PCS) orders. The responsibility for this program is shared by both the transferring and receiving commands.

4. General

a. Dental officers reporting to San Diego branch dental clinics on PCS orders are assigned by the Director, Clinical Services. For Northern branch dental clinics, the Naval Personnel Command (NAVPERSCOM) will directly assign the dental officers to their respective clinics. The sponsor will be assigned by the receiving Branch Clinic Director.

b. Medical Service Corps (MSC) officers reporting to this command on PCS orders will be assigned by the Director, Dental Center Administration (DDCA) who will also assign a sponsor from among the MSC officers within the command.

c. E-8 and below personnel reporting to the command on PCS orders are assigned by Head, Personnel Administration Department in conjunction with the Command Master Chief. The sponsor will be assigned by the Command Master Chief upon receipt of orders. Northern clinics are directly billeted by NAVPERSCOM. Sponsor assignment will remain the Senior Enlisted Leader's (SEL's) responsibility.

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5. Action

a. The Director, Clinical Services (DCS), upon receipt of an incoming dental officer's orders will determine the branch clinic to which the member will be assigned and obtain a sponsor's name from the Branch Clinic Director. The sponsor's name will be provided to the Personnel Administration Department for preparation of the Welcome Aboard Package within ten working days following receipt of orders. For Northern branch dental clinics, NAVPERSCOM will directly assign the dental officers to their respective clinics. The sponsor will be assigned by the receiving Branch Clinic Director. Northern clinics will prepare the Welcome Aboard Package within ten working days following receipt of orders. Both Northern and Southern clinics "official" Welcome Aboard letters will be signed by the Executive Officer.

b. The Director, Dental Center Administration (DDCA), upon receipt of Medical Service Corps Officer orders will determine the sponsor and provide the name to the Head, Personnel Administration Department within ten working days for preparation of the Welcome Aboard Package. The Welcome Aboard letter will be signed by the Executive Officer.

c. The Personnel Administration Officer upon receipt of enlisted orders will, in conjunction with the Command Master Chief (CMC), assign a sponsor within ten working days following receipt of orders. Northern clinics are directly billeted by NAVPERSCOM, but sponsor assignment will remain in the SELs responsibility. Northern clinics will prepare the Welcome Aboard Package within ten working days following receipt of orders. Both Northern and Southern clinics "Official" Welcome Aboard letters will be prepared for signature by the CMC.

d. The Branch Director/Department Head will ensure a memorandum in the format of Enclosure (1) is forwarded to the Personnel Administration Department within 15 working days from the date of the Welcome Aboard letter. This is to confirm that communication has been established between the selected sponsor and the incoming member. Upon the new member's arrival, the Branch Clinic Director/Department Head will ensure that the sponsor is made available to assist the new member during the entire check-in process.

e. The sponsor, upon notification of his/her selection as a sponsor, will contact the incoming member within ten working days and provide assistance as requested. Enclosures (2) and (3) are provided to assist sponsors in the performance of their duties. The sponsor will complete enclosure (1) and submit it to the Branch Director/Department Head for processing.

f. Upon check-in enclosure (4) will be provided to all newly reporting personnel to assist in measuring the overall effectiveness of the Command Sponsor Program. Northern clinics will ensure this form is forwarded to the Command Master Chief. Enclosure (4) may be reproduced locally.

D. D. WOOFER

Distribution:

List 1, Case 1, 2

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MEMORANDUM

From: _____
To: Director, Branch Dental Clinic/Department Head/SEL
Command Master Chief
Subj: VERIFICATION OF COMMUNICATION BETWEEN SPONSOR AND INCOMING
MEMBER TO THE COMMAND
Ref: (a) NAVDENCENSOUTHWESTINST 1720.1D

1. In accordance with reference (a), _____
(sponsor's name)

has initiated letter and/or telephone contact with _____.
(name of incoming member)

(Signature of branch director or
senior enlisted leader)

SPONSOR CHECK-LIST

1. Pre-Arrival

a. Once you have been assigned as sponsor you should consider the following:

- (1) Draw upon the knowledge gained from your own experience as a newcomer.
- (2) Draw upon your experience with the Sponsor Program (If you have not found your sponsors helpful, decide what was lacking and try to make improvements.)
- (3) Ask individuals in your division for suggestions or help in meeting requirements. Even if you have been a sponsor before, do not take the program for granted. The Navy wants to improve the program, not just continue present actions that sometimes have been inadequate.
- (4) Carefully review the Sponsor Request Form once you have received it for information and/or questions that may need to be addressed.
- (5) Contact the person you are sponsoring as soon as possible. If member is reporting from "A" School, phone contact should be made immediately upon notification of sponsorship. Complete the attached Verification of Communication, and provide it to your Branch Director/Department/SEL for processing.
- (6) Check to ensure that the Command Welcome Aboard package has been mailed to the new member.
- (7) Relay information to the individual you are sponsoring:
 - (a) Your address.
 - (b) His/her new mailing address.
 - (c) Your work number (both DSN and commercial), and your home number (optional.)
 - (d) A copy of the real estate section of the local paper.
 - (e) Any other special information that would be helpful.
- (8) Consider a spouse-to-spouse note if the individual is married. Children may enjoy corresponding with each other.
- (9) Act as liaison between the incoming individual and base organizations. If the individual has questions you cannot answer, refer him/her to an authoritative source.

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(10) Make reservations at the Navy Lodge/local motel/hotel, in accordance with the member's desires.

(11) Request that the new member acknowledge receipt of materials.

(12) Perform any other duties that you can think of to make the relocation even more successful.

2. Arrival

a. Once the individual arrives, you should consider the following:

(1) Meet the incoming individual and/or family at arrival point.

(2) Accompany him/her to temporary lodging.

(3) Arrange for temporary transportation if required.

(4) Assist in getting the member to the Exchange or Commissary for immediate needs.

(5) Assist the military arrival with check-in procedures.

(6) Familiarize the new arrival with base facilities.

(7) Introduce him/her to the people in the division.

(8) Remember the feeling and confusion that you experienced when you first arrived, and try to be as helpful to this person as you can.

3. Post-Arrival

a. Once the relocation has taken place, you should consider the following:

(1) Continue to assist the member during the first few weeks or months, with other needs, such as registering a car, moving into permanent housing, etc.

(2) Do everything possible to help the new arrival "settle in."

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SAMPLE SPONSOR LETTER

Date: _____

LT John B. Doe, DC, USN
USS DENTAL CORPS
FPO AP 12345-0000

Dear LT Doe:

A copy of your orders was received at Naval Dental Center Southwest, and I have been designated as your sponsor. My work mailing address is:

Naval Dental Center Southwest
Attn: LT G. O. Navy, DC, USNR
2310 Craven Street
San Diego, CA 92136-5596

My work number is: Commercial (Area Code) 000-0000, DSN 000-0000. The Command Master Chief's e-mail address is jjstaller @ ndcsw.med.navy.mil.

Personnel Administration has informed me that your Welcome Aboard Package from the Command was mailed (date); if you have not received it by (date), please contact me as soon as possible so that another package can be sent immediately.

You are tentatively assigned to work at (Name of Clinic). I do not anticipate this to change, however, operational requirements may affect this assignment. For more information on the command, refer to our web page @ ndcsw.med.navy.mil

Again, let me welcome you aboard Naval Dental Center Southwest, and if there is any way I can be of further service to you, please contact me.

Sincerely,

G. O. NAVY
Lieutenant, Dental Corps
United States Navy Reserve

Enclosure (3)

COMMAND SPONSOR PROGRAM QUESTIONNAIRE

NAME: _____
(LAST) (FIRST) (MI)

RANK/RATE: _____ DATE: _____

Ref: (a) NAVDENCENSOUTHWESTINST 1720.1D

1. I recently reported on board the Naval Dental Center and would like to provide the following information required by reference (a) concerning the effectiveness of the Command Sponsor Program in my case.

a. Department/Branch assigned: _____

b. Name of sponsor: _____

c. Welcome Aboard Package received?

Yes _____ No _____

d. Did the package contain sufficient information? Yes _____ No _____

e. Did your sponsor contact you? Yes _____ No _____

f. How did your sponsor contact you?

() Telephone () Letter () In Person () e-mail

g. Did your sponsor provide/offer assistance upon your arrival? Yes _____ No _____

h. What information did you desire that was not present/provided?

(Member's Signature)

